

Self-Directed Supports

Commonly abbreviated “SDS”, this refers to members actively directing the supports and services they receive.

Members can choose how involved they want to be with SDS and how much they want their MCFC Team to assist with the process. Often SDS is simply choosing who you want as your paid caregiver but it can also be as involved as controlling a budget and interviewing & supervising personal employees. Most members choose to self-direct their in-home care but SDS can be used outside of the home as well for services such as transportation and supported employment.

Our project focuses on three SDS improvements that will directly benefit members. We are aiming to meet these goals by the end of 2017 and expand them beyond the project’s end.

Advancing Choice and Control by Improving Self-Directed Supports for MCFC Members.

Each year we choose a project to improve the lives of our members and the care they receive. A few previous topics include managing hypertension, cognitive screening, reducing behavioral restraints, and empowering members to navigate advance care planning. These projects are approved and reviewed by a third-party external quality organization and reported to the State of Wisconsin.

Project Aims

1. Increase the number of MCFC members who choose to self-direct some or all of their services.
 - Gather member feedback through focus groups and SDS Workgroup
 - Evaluate SDS literature
 - Develop a Member Employer Handbook
2. Expand utilization of SDS beyond in-home care, by focusing efforts on transportation services.
 - Create an SDS Transportation Guideline
 - Develop a more versatile budget tool
 - Evaluate the SDS paperwork process
3. Enhance the screening and on-boarding process for caregivers to decrease risk to members in a pro-active manner.
 - Initiate a new on-boarding process
 - Change the caregiver background check process to result in a quicker response time
 - Increase oversight on caregivers with noted concerns throughout a probationary period

